

Arizona Service Quality Penalty Calculation - 2007

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Number of Days	31	28	31	30	31	30	31	31	30	31	30	31

Residence - Business Office Access

Calls in <20 sec	1,220,316	111,413	124,901	159,476	160,122	156,290						
Calls - Total Offered *	1,806,262	114,306	127,527	162,329	164,557	173,128						
% in > 20 sec	32.44%	2.53%	2.06%	1.76%	2.70%	9.73%						
% in < 20 sec	67.56%	97.47%	97.94%	98.24%	97.30%	90.27%						
Penalties (Offsets) Per Day	1,000	-4,000	-4,000	-4,000	-4,000	-4,000						
Total Penalties (Offsets) Per Month	31,000	-112,000	-124,000	-120,000	-124,000	-120,000	0	0	0	0	0	0
Total Residence Access Penalties (Offsets) YTD	31,000	-81,000	-205,000	-325,000	-449,000	-569,000						

Business - Business Office Access

Calls in <20 sec	28,121	28,000	29,029	28,633	29,043	27,188						
Calls - Total Offered	32,235	31,116	32,709	32,236	31,325	28,840						
% in > 20 sec	12.76%	10.01%	11.25%	11.18%	7.28%	5.73%						
% in < 20 sec	87.24%	89.99%	88.75%	88.82%	92.72%	94.27%						
Penalties (Offsets) Per Day	-2,000	-2,000	-2,000	-2,000	-4,000	-4,000						
Total Penalties (Offsets) Per Month	-62,000	-56,000	-62,000	-60,000	-124,000	-120,000	0	0	0	0	0	0
Total SBG Access Penalties (Offsets) YTD	-62,000	-118,000	-180,000	-240,000	-364,000	-484,000						

Repair - Business & Residence

Calls in <20 sec	37,877	20,652	36,365	37,029	38,465	42,201						
Calls - Total Offered	46,892	23,935	44,320	43,016	43,264	43,980						
% in > 20 sec	19.23%	13.72%	17.95%	13.92%	11.09%	4.05%						
% in < 20 sec	80.77%	86.28%	82.05%	86.08%	88.91%	95.95%						
Penalties (Offsets) Per Day	0	-2,000	0	-2,000	-2,000	-4,000						
Total Penalties (Offsets) Per Month	0	-56,000	0	-60,000	-62,000	-120,000	0	0	0	0	0	0
Total Repair Access Penalties (Offsets) YTD	0	-56,000	-56,000	-116,000	-178,000	-298,000						

Held Orders

Held Orders	45	5	28	44	32	24						
Access Lines **	1,773,223	1,766,381	1,752,106	1,736,786	1,721,050	1,707,549						
% Held Orders of Access Lines	0.0025%	0.0003%	0.0016%	0.0025%	0.0019%	0.0014%						
Penalties (Offsets) Per Day	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000						
Total Penalties (Offsets) Per Month	-124,000	-112,000	-124,000	-120,000	-124,000	-120,000	0	0	0	0	0	0
Total Held Order Penalties (Offsets) YTD	-124,000	-236,000	-360,000	-480,000	-604,000	-724,000						

Out of Service Repair Times

Out of Service < 24 hours	15,007	13,582	15,231	15,273	15,980	16,146						
Total Out of Service	22,089	16,263	19,157	17,180	17,578	17,952						
% Out of Service < 24 hours	67.94%	83.51%	79.51%	88.90%	90.91%	89.94%						
Penalties (Offsets) Per Day	2,000	0	1,000	-1,000	-2,000	-1,000						
Total Penalties (Offsets) Per Month	62,000	0	31,000	-30,000	-62,000	-30,000	0	0	0	0	0	0
Total Out of Service Penalties (Offsets) YTD	62,000	62,000	93,000	63,000	1,000	-29,000						

Total Service Quality Penalties YTD	93,000	62,000	93,000	63,000	1,000	0						
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*Call handling includes 14-state region vs. AZ/NM district

**Retail access lines only